

The University of Manchester

Job Description

Job title:	Customer Services Manager
Reports to:	Associate Director: Faculty & Student Partnerships
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships
Date:	January 2021
HERA:	MAPPS-UML-F&SP-CS-A (532, Grade 7)

Overall purpose of the job:

- To ensure that a high quality, flexible and innovative front line service is provided to all customers of the University of Manchester Library across all its library sites
- To ensure that the front-line service is designed and operated around the customer in the most efficient and effective manner and continually adapts according to their changing needs
- To ensure that the Library, as a major international research library, has an appropriately high standard of service in order that it can be benchmarked on a regional, national and international stages

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To oversee the delivery of a well-managed and coordinated front-line service at all sites of the University of Manchester Library, including, but not limited to, reception and membership, first line enquiries, lending and self-service support, roving support, shelving and photocopying
- To manage the staff assigned to the department, through the Customer Services Management Team and provide them with leadership and support in the areas of recruitment, performance management and staff development activities
- To keep policies, procedures and staffing under active review, always keeping the customer as the central focus, recommending improvements, encouraging innovations and changes as necessary to keep the service current and proactive
- To monitor departmental performance using appropriate benchmarks, standards and targets in order to ensure the delivery of the Library strategy

- To maintain an awareness of potential developments in the delivery of customer service and relevant activity within the wider library profession by attending meetings, seminars, workshops and other professional events as required, and liaising with colleagues in other academic libraries
- To take an active role in the Directorate Management Team supporting the Associate Director for Faculty & Student Partnerships in developing a coordinate and cooperative approach to prioritising the work of the Directorate in line with strategy, considering service innovation and development issues and leading change
- To work proactively with teams across the Library to ensure the optimum delivery of excellent customer service
- To work closely with the Head of Engagement to ensure that relevant customer feedback, complaints and comments are appropriately gathered, considered and fed into service improvement initiatives and operational planning as necessary
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To represent the Customer Services Team and the University library service at internal and external meetings, and to become involved in appropriate professional networks
- To seek out potential new opportunities for the university library service to extend or improve its customer service with a range of stakeholders
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Honours degree, a professional qualification in librarianship or sufficient relevant experience at a comparable level
- Significant experience of managing the delivery of customer service in an academic environment
- Successful experience of staff management, including recruitment and performance management
- Ability to promote a positive team atmosphere

- Excellent interpersonal skills
- Good communication skills, both written and verbal
- Exemplary customer service skills
- Aptitude and ability in using technology and software in order to collate data, produce reports and find information
- Ability to see the potential to exploit technology to improve customer service
- Successful experience of reviewing policies and procedures and the proven ability to manage change successfully in an academic environment
- Positive problem solving skills
- Ability to manage change
- A good record of personal development

Desirable skills, knowledge and experience:

- Leadership capability
- Experience of successfully coordinating front-line services
- Experience of successfully managing significant change within a team
- Experience of resolving complex problems and complaints
- Customer service training